

Excerpt from my conversation with General Instruments on the morning of August 5, 1991 in Hickory, NC with their technician, Debbie.

When the GI representative and technician, Debbie, answered the phone I told her my programmer told me to call her to get a authorization hit for my VCII that GI ECM'd Friday night. I gave her my name and phone number. She (Debbie) asked me questions about what I was seeing on my diagnostic data on my TV screen. Then she told me to press ENTER on my remote control which erased my previous authorization hit readings totaling 0216 back down to 0000. Then she gave me one double hit (2), another double hit (2), then a single hit (1) which totaled 5 hits to read 0005. Then she asked me if I was receiving any picture. I told her no.. she said my VCII needed repair and should take it to my CO-OP who will take care of it for me. I said I do not like the local CO-Op as they do not know what they are doing I would rather take it to my dealer at Chariton Valley Communications in Bucklin, Mo. Then she said I remember you, your the one we could not get the VCIPLUS'S to work with your IRD unit.. I said that was correct but that I knew there was nothing wrong with my VCII all GI had to do was return the proper information data back into my VCII that they corrupted when they ECM'D my VCII Friday night. She said, GI does not do ECM'S the Satellite Broadcasters Association (SBCA) does the ECM'S. Then she asked me what kind of Satellite system I had. I told her I had the complete GI satellite system with a 2400R IRD. She said well we now have the VCII PLUS fixed where it will now work with your system why don't you send us your whole unit and we'll put a VCII PLUS in it for free. I asked why can't I just send them the VCII module like every body else. and she said we have to have the whole unit and we'll give you a 1 year warranty on the VCIPLUS along with a 90 day warranty on your IRD chasies. I told her I did not want to upgrade till I was sure the VCII PLUS modules worked with my GI equipment. She said I guarantee the VCIPLUS will work with your unit. we found the glitch that was in the VCII PLUS and have it fixed. You and your dealer Jim are the only two people that had all the trouble with the VCII PLUS working with your IRD units but we have it fixed now for Jim. We sent him, about 4 weeks ago a VCII PLUS version 1.22 and it works fine with his unit and that is the VCII PLUS version we will put in your unit when you send it to us. Why don't you call Jim and he'll verify the the VCII PLUS version 1.22 works with his unit. I said I'll do that. After you talk to him you can give him your unit to send to us if you want rather than your having to send it to us. I said I will have to think about whether or not I want the upgrade just yet or not. I then asked her if she would give me one more authorization hit and she said OK and she did a double hit to my VCII which raised the reading to 0007. She asked if I had a picture yet and I said no. She said I really ought to send them my unit for the VCII PLUS swap. I told her I really did not want the VCIPLUS that I know they are changing to the VCRS and I wanted to wait to swap out for that when it's free. She said if you send us your unit we'll do the VCII PLUS upgrade give you the one year warranty on the PLUS and a 90 day warranty on the unit and make sure you will receive the VCRS for free when introduced in the market next year. I said if I send you my unit now will you put in the VCII PLUS with the MOM (Video-Pal built on board) built on the module.

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She said no, that the VCII PLUS with MOM does not work well in rural areas because of the bad telephone systems, your better off keeping your Video-Pal unit independent of the VCII Plus like your already set up for. I said I have a touch tone telephone and the Video-Pal I have doesn't work that well with the unit anyway. She said well it works better than what the VCII PLUS MOM would for your area.. You send us your unit and we will make sure the VCII PLUS will work with it and return it to you with warranties. I said I had sent my VCII For independent repair recently as it was out of warrenty with GI and therefore the security seal has a hole in it because the repair center had to open up the module to put in a new U-26 chip so my video cipher decoder light would come on on my unit and that I had written permission from my GI dealer to send it to a independent repair center of my choice and I had the independent repair center write up exactly what they did to repair my VCII module. She asked if the Epoxy had been touched and I said no that it even didn't have a hair line scratch on it. She said I would definatly have to send in my whole unit to them. She said she would tell her supervisor (Kevin) about the situation and see what procedure GI would have to take on this. She told me to call Jim about the 1.22 version VCII PLUS and she would call me back shortly on what I had to do. she said since I felt I had been ECM'd she would enter into my file that I suspected my unit was ECM'd is that correct? I said that was correct. she said I'll call you back shortly. we hung up

AFTER A COUPLE OF CALLS I MADE WHICH INCLUDED CALLING JIM... I PULLED MY VCII MODULE OUT OF MY UNIT AND PUT IN THE VCIIPLUS I HAD BEEN RENTING FROM MY DEALER WHILE MY VCII HAD BEEN IN THE INDEPENDENT REPAIR CENTER.

She called me back and told me Kevin said I had to send my whole unit in and that they would put it under intensive evaluation and if it proved to be untamperd with and legal then they would put a VCII PLUS in my unit and return it to me with the warranties. I said my epoxy has never been touched and that i paid over \$511. a year for programming to several programing services and that I am 100% legal. she said it still had to go through the evaluation test and added that she was sorry but I am going to have to send in my whole unit to us, either you send it in or you can have your dealer do it but we are going to have to check it out.

I told her I talked with Jim before she called me back and he said he had the 1.22 version VCII PLUS and that he had told you it did not work with this unit to well and that you said you were going to send him another 1.22 version VCII PLUS she said, Oh yes, I remember he did say he was having trouble with that module and we are sending him another one. any way you are going to have to send us your unit for the evaluation test and then we'll return it to you with the new VCII PLUS in it and warranties. I said I will have to think it over and thanked her and hung up.

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October 12, 1992

Mr. Robert T. Stephan
Attorney General
2nd Floor-Judicial Center
Topeka, Ks. 66612 1597

Dear Mr. Stephan:

Sometime ago, just before retirement, my wife went shopping for a descrambler for our satellite dish. At that time it was explained to her that she had two choices, "legal or illegal". The illegal unit would pick up pay channels such as HBO, CNN, etc., without paying a subscription where as a legal unit would require paying a monthly or yearly fee. It was explained, however, that eventually the illegal units would be rendered inoperable but that the legal units would not.

We have been content to receive those free stations until recently. When the Monitor Channel went off the air and CNBC was scrambled we subscribed to CNN and CNBC from "Super Star Connection" and paid them a full years fee. We received the programming until October 4th. On October 5th all we had was a blank screen. After talking with them and with Channelmaster who made our descrambler we found that the problem is with General Instruments who made the module for the descrambler. After a great deal of difficulty we eventually got through to the company. If the information I got from them is correct, all of us who did not subscribe to a select group of programing are going to have our descramblers rendered inoperable by November 1st. This is both legal and illegal units. The fact that we have paid up subscriptions makes no difference. The fact that we have legal units that have not been tampered with makes no difference. We are not interested in HBO - Cinemax - etc., but wish to continue to receive what we have paid for, namely CNN and CNBC.

We have not been dishonest with them, we feel strongly that we have been defrauded.

Sincerely,

John J. Troy

STATE OF OREGON, MORROW COUNTY:

On this 5th day of February, 1992...
 person, [Signature] [Signature] and
 acknowledged the foregoing instrument to be
 their voluntary act and deed.

(Official Seal)

My Commission expires: 1-15-94

Before me:

[Signature]
 Notary Public for

To -
 General Instruments

Phone 503-422-7241

Coil Star Route

- Lane, Oregon 97843

February 3, 1992

Dear Sirs,

I am the owner of a legal, unmodified
 Video Cipher II module, unit serial number
 89086464, unit address number 03250188FFD8,
 purchased in June 1989. This module was
 rendered inoperable by an EMC on or about
 January 27th, 1992.

This action has resulted in considerable
 expense to me for phone calls, 115 mile round
 trip to our dealer, plus the purchase and installation
 of another Video Cipher II module.

I am willing, at no expense to me,
 to participate in a class action suit, against
 General Instruments because of this action.

[Signature]
 Robert J Perry

TELECOPY TRANSMISSION

Date: January 15, 1992 Page 1 of: 1
To: Howard Walker Phone/ext.: (703) 347-7926
Company: Walker Media Group, Inc.
Location: Gainesville, VA Telecopier No.: (703) 347-2670
From: Dennis Jay Alexander Phone/ext.: (713) 531-2601
Subject: GI Turn Off of Legitimate Nos. Job/Dept. No.: _____

MESSAGE: Howard Walker:

I have had a TVRO dish since before scrambling. My amateur radio hobby got me originally interested in receiving Satellite signals. I bought an original MACOM VCII (2000) descrambler back in 1985 and subscribed to about everything under the sun with it. I have been paying about \$550/year for subscriptions.

I found out how I could archive my personal seed keys and record my monthly data to protect myself from a battery failure, which I have faithfully done. I also, faithfully pay my subscriptions.

No one else has my keys, nor will they ever have them.

However, on January 6, 1992 my Month 51 codes were changed by GI so that I could not receive audio or video on my subscription channels. I reset the box to the correct Month 51 codes (recorded last month) and it worked fine, until GI sent the next hit.

I complained to my primary Programmer and they only were able to send additional "bad" hits. I called San Diego to talk to a "technician" and we played the game of going through the Setup "0" screen. He told me there was something wrong with my box and needed to be returned to GI in San Diego. I told him the only thing wrong were the illegal hits he was sending me. He said it was illegal for me to "know" this much about the VCII board and I should not be recording my data monthly!!!!

I guess not, this way I have positive PROOF that GI has tampered with my box! I have recorded this information and can show that the box was effectively destroyed by GI through their software and would not correct their deliberate attack on my Serial Number.

If this data is needed by anyone preparing to sue GI, please let me know, and I will be glad to give them my serial number, seed keys, and monthly mask data to prove my case. I have heard that GI has been turning off boxes like this for some time, but I never believed they would turn off a C4 box with so many subscriptions and one that was never illegally cloned to other boards, etc. but they did!

Chuck Hozer says hello, he and I are good friends (Triangle Products Distributors

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in Michigan). He told me you might like this information.

I subscribe to your Satellite Watch News and like it very much.

By-the-way, I got another set of keys and changed all my subscriptions over to my new serial number and this "broken" board that GI is trying to recall is working just fine!

Thanks,

Dennis Alexander
P. O. Box 5161
Katy, TX 77491

My day time telephone is (713) 531-2601.

P. S. If you use any of this in your newsletter, leave my name and address out so maybe GI will leave me alone.

cc: SuzAnne Baechler, CSC

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